



Virginia Information Technologies Agency



Comprehensive IT Assessments (CITA) Status Brief

Matt Gill

CSPMO, CITA Manager

AITR Meeting

June 8, 2011





Agenda

- Schedule reminder
- Major accomplishments
- CITA Report Survey
- Next steps and questions



Schedule reminder

Activity	Task Owner	Deliverable	Date
Develop CITA Task Schedule	Assessment Lead	Schedule	25-April
Request data support from VITA, NG			1-May
Perform review of initial findings, identify major versus minor follow-up opportunities		Draft CITA Report	20-May
Request additional data support from VITA, if applicable			30-May
Perform review of follow-up opportunities			15-June
Submit Draft Report to Agency Head		Draft 2 CITA Report	30-June
Complete tasks in response to Agency Head review			20-July
Submit Final Report to Agency Head, for approval		Final CITA Report	15-August
Agency Head submits CITA report to CIO	Agency Head	CITA Report to CIO	1-Sept-2011
Submit follow-up information requested by the CIO. Agency Head approves responses.	Assessment Lead, Agency Head	Response to CIO	TBD



Major accomplishments

- Seven CAI contracts bid, 13 responses, five awarded; scope varied by agency

Agency	Status
JYF	Awarded
VDH	Awarded
VSP	Awarded
DOC-DCE	Awarded
DBHDS	Pending
DFS	Awarded
DGIF	Pending



Major accomplishments

- Created SharePoint site to allow richer communication and automate CITA report submissions
- Guidance documentation updated to support online CITA Reporting Survey
 - No Appendix A: Contacted persons to submit
 - Appendix B: Detailed findings all online in survey
 - Appendix C: Implementation plan via upload to site
 - Appendix D: Best practices all online in survey
 - Agency Head Approval: keep e-mail thread as record; do not submit it unless requested by VITA



Major accomplishments

- More than 50 attendees at CITA workshops; convened two vendor workshops, two agency workshops, third one is June 9, 3:30 p.m.
- Detailed questions are coming in, showing agencies are digging into the effort



CITA Report Survey

★ Favorites Home - Comprehensive IT Assessments

VITAWeb > VITA Sites > Comprehensive IT Assessments Welcome Gill, Matt (VITA) | My Links |

Comprehensive IT Assessments This Site: Comprehensive IT A: Site Actions

View All Site Content

Surveys

- CITA-Report-Survey

Documents

- CITA guidance
- CITA Internal
- Implementation-Plans

Lists

Discussions

Sites

People and Groups

Recycle Bin

Comprehensive Information Technology Assessments (CITA)

Goal is to help agencies control IT spend

Links

- AITR Resources page
- Agency reports: Capacity, Ports, V & V, SLAs
- Add new link

Site Members

Site Members



CITA Report Survey

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Comprehensive IT Assessments This Site: Comprehensive IT A: Site Actions

Comprehensive IT Assessments > CITA-Report-Survey > Respond to this Survey

CITA-Report-Survey: Respond to this Survey

Next Save Cancel

This survey is the required method for submitting agency responses to the CITA Report's sections listed below:

- Appendix B: Detailed Findings and Recommendations Table .
- Appendix D: IT Cost-saving Best Practices

This method is intended to speed the analysis and mitigate re-keying errors.

Instructions:

Security-- Please ensure that only one user's COV login creates a response to this survey. No other agency may view your survey responses. The survey permissions are set to limit viewing and editing of survey responses to the person who creates the response.

To create a response-- most questions are required fields. If you are not ready to answer a question, leave it blank and continue moving to the survey page you are ready to respond to. Please be sure to enter text into every question in order to complete the submission.

When all questions have been answered, be sure to mark "yes" on the last page of the survey to trigger VITA's review.

To edit a response-- You may edit your response at any time by "viewing all responses" on the survey main webpage. The only response viewable will be your own - mouse over "view response #1", then choose the dropdown box and "edit response".

Contact Matt Gill, CITA Manager, with any questions at matt.gill@vita.virginia.gov or 804-416-6051.

Select the box below to acknowledge and continue.

☒

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Last modified at 5/12/2011 9:25 AM by Gill, Matt (VITA)

Next Save Cancel



CITA Report Survey

★ Favorites CITA-Report-Survey -

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Comprehensive IT Assessments

Comprehensive IT Assessments

Comprehensive IT Assessments > CITA-Report-Survey > Respond to this Survey

CITA-Report-Survey: Respond to this Survey

Next Save Cancel

ENTER NAME OF AGENCY *

☐ Accountancy, Board of

☐ Accounts, Dept. of

☐ Aging, Dept. of

☐ Agriculture & Consumer Services, Dept. of

☐ Alcoholic Beverage Control, Dept. of

☐ Aviation, Dept. of

☐ Behavioral Health and Developmental Services, Dept. of

☐ Blind and Vision Impaired, Dept. for the

☐ Business Assistance, Dept. of

☐ Center for Innovative Technology

☐ Chippokes Plantation Farm Foundation

☐ Commission for the Arts, Virginia

☐ Commonwealth's Attorneys' Services Council

* indicates a required field



CITA Report Survey

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Comprehensive IT Assessments > CITA-Report-Survey > Respond to this Survey

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Next Save Cancel

* indicates a required field

Survey responder name *

Matt

Survey responder email address *

matt.gill@vita.virginia.gov

Survey responder phone *

804-416-6051

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CITA Report Survey



CITA-Report-Survey -

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Welcome C

Comprehensive IT Assessments

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CITA-Report-Survey: Respond to this Survey

Next

Summary of Findings: Enter your Maximum Achievable recurring cost savings amount for all tasks assessed.

345,345

Summary of Findings: Enter your Most Likely Achievable recurring cost savings amount for all tasks assessed.

123,232

Summary of Findings: Enter your Maximum Achievable non-recurring cost savings amount for all tasks assessed.

2,344

Summary of Findings: Enter your Most Likely Achievable non-recurring cost savings amount for all tasks assessed.

2,344

Enter the Service Provider Company Name if a consultant was chosen through the CAI statement of requirements for contingent labor.

nobody

Enter the date of the assessment approval by Agency Head

5/12/2011





Next steps

- Next steps
 - Confirm CITA SharePoint access for all who need it
 - Continue to handle questions and publish responses
 - Consider task item-specific workshops for any challenging subject areas
- Questions?



Virginia Information Technologies Agency



Audit of CoVA Wireless Services

John K. Sheldon

VITA Project Manager

AITR Meeting

June 8, 2011





Goals

The project will seek to identify wireless service improvements/cost savings in two areas:

- Audit savings from recognition and correction of inventory/billing errors over and above those already identified by VITA
- Rate optimizations from customers switching to recommended lower-cost plans within their current carrier



Scope

- Customers in scope for this effort include state agencies and localities using CoVA wireless contracts
 - More than 21,000 cellular devices -- phones, mobile e-mail/smart phones and air cards
- Cellular providers in scope for this effort are:
 - Verizon Wireless, AT&T Mobility, Sprint-Nextel, US Cellular, nTelos Wireless
- Scope largely excludes detailed analysis of features, and cross-carrier comparisons



Rationale

Managing cellular expenses

- Aligns with the Governor's emphasis on government reform and savings
- Addresses recent findings by the Auditor of Public Accounts (APA)
- Also part of the *Comprehensive Information Technology Assessments* (CITA) required of agencies by the Governor and General Assembly in the budget bill



CITA impact

- This VITA project takes the place of agencies having to do their own CITA wireless usage analysis
- Agency net savings from invoice audits and implemented optimization recommendations may be counted toward the agency's CITA cost savings goal



Approach

- Tangoe Inc. hired by VITA to conduct a one-time audit of CoVA cellular services
 - Leading telecommunications expense management (TEM) vendor
- Audit will review bills and rate plans, identify potential savings
 - No out-of-pocket expenses to perform historical audit and recommend rate plan optimization
 - Tangoe fees based on actual savings recovered
 - Agencies must implement recommended optimization changes to realize savings



Cost

VITA will bill agencies for, and pay Tangoe a fee of, 19.5% of savings.

- For audit savings: One-time fee will be based upon 19.5% of the actual savings recovered (over and above those identified by VITA)
- For optimization savings: One-time fee will be 19.5% of 12 x the difference between the monthly baseline (representing current expense management efforts) and the re-rated (optimized) baseline



Roles and responsibilities

- VITA and Tangoe
 - Tangoe will obtain and analyze data and make recommendations
 - VITA will:
 - Review, approve and oversee Tangoe's data collection process
 - Keep customers informed and provide them with instructions for requesting changes (TSR process)
 - Direct carriers to make any approved changes (as part of the normal ordering process)
 - Bill agencies for Tangoe's share of audit savings and implemented optimization changes



Roles and responsibilities (cont.)

- Customer Agencies will be responsible for
 - Reviewing and approving optimization recommendations
 - Reviewing deployment and usage of cellular devices (especially for those reporting zero usage) and initiating changes as appropriate
 - Reimbursing VITA for Tangoe's fee (specific details pending – billing adjustment, etc.)
 - Including the wireless results and any net savings in the agency's CITA assessment



Schedule

Project schedule subject to variability due to cellular usage data complexity and agency approval of recommended optimizations

Current timeline:

- Usage data collection and analysis by Tangoe: *May-June*
- Findings, working with agencies and cellular carriers to implement recommended optimizations: *July-September*



Communications plan

- Today's briefing is part of a program of outreach involving: Agency heads, CIOs, AITRs, agency financial/telecommunications staff and others
- VITA is currently providing background and preparatory information. When Tangoe's analysis is completed we'll provide customers with agency-specific, detailed reports and recommendations, and instructions on how to implement any changes
- We'll be using a variety of media to keep folks updated: *Network News*, *Leadership Communiqué*, AITR reports, CIO Council, etc.